



MODULE 16. DE-ESCALATION COMMUNICATION SKILLS

Scenario Practice: Restatement, Reflection, and Summary

This activity consists of three short scenarios designed to give participants the opportunity to practice their skills in restatement, reflection, and summary. Ask for nine volunteers. Group them into three groups of three participants (one group of three for each scenario).

The co-instructor should read/act out the first scenario to the first group of volunteers (Group 1). The first volunteer should provide a restatement, the second volunteer should provide a reflection, and the third volunteer should provide a summary. If a participant gets stuck, the lead instructor can ask the class for some suggested examples.

The co-instructor will then read/act out the second scenario and the new set of three volunteers (Group 2) should respond as follows: the first volunteer should provide a restatement, the second volunteer should provide a reflection, and the third volunteer should provide a summary.

Finally, the co-instructor will read/act out the last scenario and the last set of volunteers (Group 3) will respond as follows: the first volunteer should provide a restatement, the second volunteer should provide a reflection, and the third volunteer should provide a summary.

This activity can also be facilitated as a larger group activity where the instructor reads each scenario to the full class and asks participants to share a restatement, reflection, or summary of the scenario.

SCENARIO 1:

I have to get these signs posted right away. God had said if I don't then the end of the world is going to happen. Then really bad things will happen to all. I am so worried I will fail. I cannot sleep because of this. I've been out here for the last week trying to get these signs up. Can you please help me?

SCENARIO 2:

They are in the attic again. They keep me up all night whispering about me. I know they are trying to hurt me. I don't know what to do. No one ever believes me. I have to get them out of the house if I am ever going to be safe. They have been coming in for years now. I have tried to get my neighbors to help me, but no one will help me. Will you please help me?



SCENARIO 3:

I can't leave this corner. If I leave this corner then I don't exist. No one will see me, and I will be all alone. Do you know what it is like to be all alone? No one listens to me. I don't want to be alone. I go places and I don't matter to anyone. This corner is my existence.